



Privia Helps ResCare Maximize Distributed Resources for Successful Proposal Development



As the nation's largest provider of workforce services, ResCare, Inc. understands the importance of empowering work teams with the tools to succeed. This is especially important for the Employment & Training Services Group (ETSG) of

the \$1.3 billion company, which must keep pace with a high volume of RFPs during an intense annual procurement season. This was difficult enough in past years, when each opportunity was handled by a single member of a three-person, centralized proposal development staff. More recently, ResCare ETSG's growth through acquisition made the challenge still greater, as 21 staff members distributed around the globe representing diverse corporate cultures faced numerous obstacles to effective collaboration.

Commonly-used proposal information was scattered across servers, local hard drives, and employees' memories throughout the organization, leading staff members to waste time searching; materials on some servers were completely inaccessible to writers based elsewhere. The lack of version control posed particular problems, says Martha Ash, the company's proposal manager. "With so many distributed team members working on proposals, a document might slip out the door with sections that aren't the most up-to-date version. That affects compliance, because we might not have responded fully."

Optimizing Distributed Collaboration

Seeking to help proposal development participants collaborate and share information more effectively, ResCare ETSG turned to Privia, the complete business capture and proposal management solution from SpringCM. "We found that Privia provided a complete start-to-finish solution for proposal development," says Ash. A centralized, repository lets team members access complete information about each opportunity, as well as share work-in-progress, from any location. SaaS delivery provides excellent value and flexibility, allowing ResCare ETSG to add seats and storage easily as needed while minimizing internal IT costs and overhead. "We're especially pleased with Privia's automated version control, which makes sure that people always have the latest version and supports a more accurate revision process," says Ash.

Globally distributed proposal team members and contributors at ResCare ETSG now collaborate around a central repository where standardized workspace structures and a proposal log and numbering system support

Benefits

- ResCare ETSG achieved 100% compliance with RFP requirements in its most recent proposal season
- Consistent, repeatable processes help the company maintain its status as one of the few in its industry to be ISO 9001-certified
- Privia helps the company manage growth by centralizing information from acquired companies
- More efficient processes reduce procurement season burnout
- Effective collaboration among members distributed across the globe representing diverse corporate cultures
- SaaS-based deployment extends savings in infrastructure and other IT costs

Implementation Highlights

- A centralized repository with consistent workspace structures lets globally distributed contributors access and use complete information at any time
- Revision control supports an accurate proposal development process and prevents out-of-date information from undermining compliance

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more consistent processes. “Privia helps us deploy a lot of personnel efficiently during our peak season. At any time, we might have 10 people in five different time zones working on the same opportunity, so we can get the best work from the best people for each part of the process,” says Ash. The consolidation of formerly distributed information has helped ResCare ETSG manage growth and ensure that each group’s resources can be put to use effectively for proposal development. “We’ve created a folder in the repository called ‘discriminators’ which we use to capture information about what makes each part of our organization special. We couldn’t do that before Privia.”

Improving Efficiency while Achieving 100% Compliance

Procurement season burnout is now a thing of the past at ResCare ETSG. Able to work more efficiently—even from home—team members and contributors can save valuable time when every minute counts, focusing on writing rather than getting bogged down in version confusion and unsuccessful document searches. “People wonder how they ever lived without Privia. They feel it helps them produce a better product, and they’re right,” reports Ash.

ResCare ETSG’s track record makes this quality clear. During the most recent proposal season, the company achieved 100% compliance with the requirements of every RFP it responded to. This accuracy also helps ResCare ETSG maintain up-to-date state certifications and local business licenses, which are now managed in Privia, as well as to maintain its status as one of the few workforce services companies to be ISO 9001-certified. Says Ash, “The last time the ISO auditor was here, I showed him Privia and it really spoke his language—frankly, it knocked his socks off in the way it has enabled us to have a consistent, repeatable process under controlled conditions.”

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